

## **KFACC: Collaborative Service Delivery Site Initiative PROGRAM & SERVICES WORK GROUP**

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### **Terms of Reference**

The Programs & Services Work Group is mandated, on behalf of the community coalition working to establish a collaborative service delivery site (CSDS) for victims of partner abuse and sexual violence, with the following responsibilities and tasks:

### **Foundation Documents and Commitments**

- To develop and confirm the foundation documents that will be used to guide and inform the development and work of the collaborative service delivery site, including but not necessarily limited to: Working Agreements Between Community Coalition Partners; Vision Statement; Mission Statement/Mandate; and Value Statements, such as Beliefs, Aims and Guiding Principles of Service Delivery.<sup>1</sup>
- To develop and confirm any formal Memoranda of Agreement between and among on-site partners, external partners and lead agency/agencies.
- To develop and oversee processes designed to monitor implementation and compliance with commitments articulated in any foundation documents and Memoranda of Agreement as approved by and in accordance with direction from the community coalition.<sup>2</sup>

### **Programs & Services**

- To research, develop and confirm the service delivery model for the CSDS.
- To confirm the specific services, programs and practical supports that will be available through and/or provided on-site at the CSDS.
- To identify and approach community partners and stakeholders as necessary and as approved by the community coalition to:
  - assist with and/or contribute to the planning and development phases for the CSDS
  - participate as internal or external partners at the CSDS.
- To confirm internal and external partner organizations and stakeholders that will provide services, programs and supports on-site at the CSDS.

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<sup>1</sup>Foundation documents will include commitment and/or reference to cultural competence and an anti-racism/anti-oppression philosophy and approach when and where appropriate as determined by the community coalition.

<sup>2</sup>Including but not necessarily limited to conflict management and issue resolution processes.

- To liaise with the Site Development Work Group to ensure that the design of the CSDS is compatible with the service delivery model and provides adequate and appropriate space for the services and programs provided on-site.
- To prepare, coordinate and/or deliver presentations to partner agencies about the service delivery model, programs and services available, and/or their role within said model.

### **Research Partners & Initiatives**

- To identify, confirm and liaise with research partners as directed by the community coalition.
- To liaise with the Fund Development Work Group to identify, apply for and secure funding to support specific research initiatives, evaluation projects and related undertakings.
- To monitor the implementation of the service delivery model and to evaluate its efficacy with attention to community benefits, relationships between partners/stakeholders, and service delivery outcomes.

### **Survivors' Advisory Council**

- To liaise and serve as formal link between Survivors' Advisory Council (SAC) and the community coalition.
- To meet and/or work with the SAC as and when necessary to facilitate program development, implementation and evaluation.

### **Planning & Development**

- To develop, coordinate and oversee long term and strategic planning for the CSDS.

Date Developed: November 2008  
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